

**Date:**

**Staff Member:**

**Program(s):**

**Present at Evaluation:**

**Ground Rules:** These discussions are confidential as are the notes taken during the meetings. Only the people present may see the notes and everyone must agree on any information to be shared with anyone else.

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### **The Ten Essential Public Health Services**

- 1. Monitor health status to identify community problems.**
- 2. Diagnose and investigate health problems and health hazards in the community.**
- 3. Inform, educate, and empower people about health issues.**
- 4. Mobilize community partnerships and action to identify and solve health problems.**
- 5. Develop policies and plans that support individual and community health efforts.**
- 6. Enforce laws and regulations that protect health and ensure safety.**
- 7. Link people to needed personal health services and assure the provision of health care when otherwise available.**
- 8. Assure a competent public health and personal health care workforce.**
- 9. Evaluate effectiveness, accessibility, and quality of personal and population-based health services.**
- 10. Research for new insights and innovative solutions to health problems.**

**Which of the ten essential services does this program address?**

**What Public Health Basic Standard(s) and which measures of that (those) standards does this program address? (There's a booklet we can flip through quickly during the session)**

**Does your job description need updating?**

**Can you give an example of some positive feedback you received this year?**

**Can you give an example of some negative feedback or an example of an activity or situation in the past year you felt you should have handled better?**

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## Steps in Program Evaluation

### 1. Engage Stakeholders:

Those involved in the program; those served or affected by the program; primary users of the evaluation.

### 2. Describe the program:

**Need:**

**Expected effects:**

**Activities:**

**Resources:**

**Needs:**

### 3. Focus the evaluation design and gather credible evidence:

**Purpose of the evaluation:** To gain insight, assess effects, set goals, improve quality.

**Use:** Used by Administrator, direct supervisor and staff member to set and work towards goals set to enhance program quality and customer service. Documentation used to show compliance with Ten Essential Public Health Services and Public Health Standards.

**Questions:** The evaluation should answer the questions: Am I (are we) doing a good job? How do we know? One way is self-assessment by program staff. In addition to self-assessment, what indicators will be used to assess this program? (Quarterly report numbers reported - # of units of service delivery, etc.; time customer has to wait for service delivery; input from front office staff; input from supervisor; any unsolicited written or verbal feedback from customers.) One is a survey tool aimed at soliciting feedback from consumers. What type of customer survey tool has been used and/or could be adapted for this program or service?

**Agreements:** Who will set program/ individual goals?

Who has responsibility to monitor work towards goals?

### 4. Justify Conclusions:

Is the evaluation team in agreement about the values used to form judgements about this program? What claims concerning the program are justified given the available evidence? What actions, goals should be considered resulting from the evaluation?

### 5. Ensure Use and Share Lessons Learned:

What communication will take place among parties to the evaluation? What will prevent lessons learned from becoming lost or ignored? How will procedures or the lessons learned be communicated to relevant audiences in a timely, unbiased and consistent fashion?

